

NEIGHBORHOOD PROGRAM MANAGER

Purpose:

To actively support and uphold the City's stated mission and values. To manage, direct, coordinate and facilitate the activities of the Neighborhood Services Division; to serve as the liaison and coordinator of the City's neighborhood and homeowners' associations; to oversee and coordinate the Neighborhood Grant Program and related activities; to organize activities and programs with other divisions, departments, outside public agencies and committees; and to provide highly complex staff assistance to the City Manager and senior management. The Director has a direct communication and advisory role to the City Council.

Supervision Received and Exercised:

Receives general direction from the Community Relations Manager.

Exercises direct supervision over professional staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Advise Mayor and Council, City Manager and senior management on neighborhood issues; serve as staff person for Council Neighborhood Quality of Life and Public Safety Committee; research, prepare and present oral and written reports and recommendations to Council and senior management.
- Address neighborhood associations and other public groups regarding neighborhood issues and concerns; assist citizens with inquiries and problem identification, resolution and follow up; facilitate neighborhood association meetings; monitor neighborhood association activities.
- Research policy issues on specific neighborhood concerns and arrange meetings between neighborhood representatives and City staff and/or elected officials.
- Coordinate response to neighborhood issues with other departments, agencies and strategic teams.

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Neighborhood Program Manager (continued)

- Maintain records and files of neighborhood and homeowners' associations; respond to inquiries for information on neighborhood and homeowners' associations.
- Chair the Neighborhood Service Team (NST) working to address and resolve a
 wide variety of citizen issues and concerns; make recommendations and write
 reports outlining potential solutions.
- Develop and direct informational and recognition programs for citizens, including annual Neighbor of the Year, Beautification Awards, workshops, newsletters and related printed materials.
- Manage annual Neighborhood Grant Program application review and selection process as well as funding allocations.
- Serve as staff liaison for the Neighborhood Advisory Commission.
- Prepare and oversee "Letters of Authorization" for off-hours construction projects for the City Manager.
- Prepare the Neighborhood Services Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment materials, and supplies; administer the approved budget.
- Perform related duties as assigned.

Experience and Training Guidelines:

Experience:

Three years of increasingly responsible, full-time, professional experience in neighborhood program administration or public outreach programs, preferably in municipal government.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or a related field. A Master's degree is highly desirable.

Licenses/Certifications:

None

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Examples of Physical and/or Mental Activities:

(Pending)

Competencies:

(Pending)

Job Code: 006

Status: Exempt/ Unclassified